

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

ILLINOIS
COMMERCE COMMISSION

MAR 18 1 07 PM '02

CHIEF CLERK'S OFFICE
For Commission Use Only:

Case 02-0210

Regarding a complaint

by Jennifer Lunsford
(Person making the complaint)

against Globalcom
(Utility name)

as to unapproved charges to my telephone bill
(Reason for complaint)

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 91 Forest Ave, Riverside, IL 60546

The service address that I am complaining about is 91 Forest Ave, Riverside, IL 60546

My home telephone number is 708 442-5572

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 708 442-5572

Globalcom (Full name of utility company) (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

Contract? Law.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? the informal one has ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

I have utilized Globalcom for my long distance carrier for several years. I recently asked them to take over local service for two lines. At the time of signing up for local services, I asked the salesperson "Andrea DeSanto" what the bill would run for local service. She stated "about \$70, similar to what I was paying with Ameritech." When I started to receive my bills I was charged 70 dollars plus 5 cents per minute for any local calls. Again, I was charged 5 cents per minute for local calls not local toll calls, not long distance, but local calls. The salesperson did not tell me about this, the contract does not stipulate a 5¢ per minute charge for local calls. Why would I agree to pay more per minute for a local call than I do for long distance. During the timeframe of 9/23/01 - 1/22/02 I was charged \$476 dollars above and beyond \$70 per month for local service.

Please clearly state what you want the Commission to do in this case.

Refund my charges for Band A + Band B local calls, taxes + late charges to me

Date: 3/12/02
(Month, day, and year)

Complainant's signature Chips Gust

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must watch you fill out this part of the form.

I, Jennifer Linstad, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Chips Gust
(Signature)

Subscribed and sworn/affirmed to before me this 15th day of March, 2002

Colleen S Oskerka
Notary Public, Illinois



NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.